

**DATE**

Bulletin XXX

**NOTICE TO POLICYHOLDERS REGARDING  
FILING COMPLAINTS WITH THE DEPARTMENT OF INSURANCE**

This Bulletin is directed to all insurers, risk retention groups, health maintenance organizations, and limited service health maintenance organizations doing business in the state of Indiana. Bulletin 63, issued on May 7, 1990, required a standardized notice to all existing policyholders about their right to file a complaint with the Indiana Department of Insurance. Thereafter insurers were required to provide the notice on all newly issued policies. The Department of Insurance has determined that the notice contained in Bulletin 63 is ambiguous and has resulted in confusion to policyholders as to when they should contact the insurance company and when they should contact the Department of Insurance. Therefore, the Department is revising the standard language to be as follows:

**[in bold] Questions regarding your policy or coverage should be directed to:**

**[Company Name]  
Contact number**

[not in bold] We want you to know that you may contact the Indiana Department of Insurance if you have a complaint or seek assistance from the governmental agency that regulates insurance. To contact the Department of Insurance write or call:

State of Indiana Department of Insurance  
Consumer Services Division  
311 West Washington Street, Suite 300  
Indianapolis, Indiana 46204

Consumer Hotline: (800) 622-4461; (317) 232-2395

Complaints can be filed electronically at [www.in.gov/idoi](http://www.in.gov/idoi).

Bulletin 63 applied to insurance companies. This Bulletin specifically applies to all insurers, risk retention groups, health maintenance organization, and limited service health maintenance organizations doing business in the state of Indiana.

This standardized language is required in all newly issued policies and existing policies at the time of renewal effective 180 days after the issuance of this Bulletin. In order to fully comply with IC 27-4-1-5.6 each entity shall maintain a contact number for consumer inquiries.

INDIANA DEPARTMENT OF INSURANCE

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Jim Atterholt, Acting Commissioner